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un gary
possible topic for 1st Qtr DDA Qtrly:

Changes in military focal-point system

(see SD item of interest atchd to 13 Nov 85
OL Stf Mtg Notes)

also: Revamping of OL training program (by P&TS)

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April 29, 1985

MEMORANDUM FOR: Executive Officer, Office of Logistics

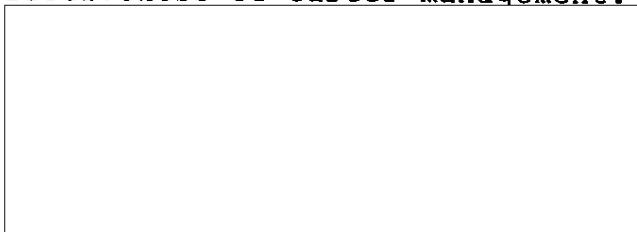
FROM:


Chief, Procurement Management Staff

SUBJECT: Examples of Excellence

typed?
1. Consistent with delegating authority to lowest possible level and increasing responsiveness, procurement teams were established in the Office of Communications and in HOME with appropriate delegation of authority. *ok*

2. Completed analyses of rotational frequency for contract officers and demographic characteristics of procurement work force to evaluate effectiveness of career management. *nd*



MEMORANDUM FOR: Chief, Information & Management Support Staff, OL
FROM: Chief, Real Estate and Construction Division, OL
SUBJECT: Input for "Excellence" Report

1. As an example of "Excellence in Real Estate and Construction Division" we submit the following major accomplishment:

agreed topic for 1st Qtr?
Establishment of External Buildings Operations Branch (EBOB). With no interruption in service and, in fact, an improvement in service, EBOB was established and assumed responsibility for facility support to external buildings in the Metropolitan Washington area. EBOB established a work order system responsive to the needs of management and responsive to our customers. Chief, EBOB, established primary areas of responsibility for EBOB project officers. In order to aggressively and effectively meet our customers' requirements, a delegation of authority was solicited and received from General Services Administration (GSA) to allow EBOB to contract for projects up to \$25,000 in buildings leased by GSA.

2. Further information on this subject may be obtained from [redacted] on extension [redacted]

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OL 13269-85

30 April 1985

MEMORANDUM FOR: Executive Officer, Office of Logistics

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FROM:

[Redacted]
Chief, Headquarters Operations, Maintenance
and Engineering Division, OL

SUBJECT: In Search of Excellence Examples

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for 2000 only
demon?*

In response to a request from the Director of Logistics at the staff meeting on Friday, 26 April 1985, listed below are examples of excellence in the Headquarters Operations, Maintenance and Engineering Division, OL:

- o An emergency communication system has been set up by Allied Eastern States Maintenance Corporation (Allied), the contractor for maintenance and operation of the facilities on the Headquarters Compound. The system is comprised of 14 hand-held General Electric transceivers, a repeater, and a base station. It supports Allied's daily operations and is used to coordinate critical power, steam, and chilled water outages that could adversely affect the Agency's computer and communications centers. *ND*
- o Detailed steam and chilled water outage scenarios have been developed that can be used as a tool for coordinating the various stages of the outages. To refill or drain the system takes 8 hours and involves several critical steps. (GSA never developed such a plan during the time that they were responsible for the maintenance and operation of the Headquarters complex.) *ND*
- o A comprehensive preventative maintenance program has been developed and placed in operation by Allied. The program covers the Agency's mechanical equipment in the Headquarters Building, Printing and Photography Building, power plant, Motor Pool, and Auditorium. *ND*

SUBJECT: In Search of Excellence Examples

- o An operations manual has been written and published covering the operation of the power plant. (Such a manual was nonexistent when GSA was on site.) nb
- o A comprehensive training program for all Allied power plant employees has been developed by Allied. Administrative instructions and documentation have been prepared and textual material ordered. This is a new initiative because such a program was not in effect when GSA operated the power plant. nb
- o A work order tracking system has been developed using the Wang computer system. The system enables OL/HOME to keep all Agency components apprised of work in progress and serves as a tool for tracking Allied's performance. For the first time, the Agency has an accurate means of monitoring and controlling work that affects the Headquarters Compound. you
- o The Deputy Chief, Mail and Courier Branch (M&CB), researched, ordered, and implemented a bar-code courier receipt system for the Agency. In the initial phase of this operation, the only operation being performed is filing receipts for documents to which a receipt was attached. This will provide a record of the document's location and make retrieval of the document easy. In the follow-up phase, when the volume of documents being processed warrants it, the system will be expanded to track and monitor Top Secret material. Items to be stored in the bar-code system will include the name of the courier, date of delivery, destination, and document number. you
- o The present Chief, Motor Pool Branch (MPB), while Deputy Chief of the Branch, was responsible for the acquisition of a 47-passenger intercity bus, implementation of mini-bus service, and conducting an inventory of the vehicles on the Agency consolidated table of vehicular allowances. He is responsible for all vehicle documentation for tags, registrations, and stickers for vehicles. In addition, he responded to over 50 VIP-level requests for chauffeur services for dignitaries and officials in support of special operations of the Directorate of Operations. nb

Mail & courier

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SUBJECT: In Search of Excellence Examples

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- o The Chief, Services Unit, Building Services Branch, coordinates all moves involving furniture, safes, and filing systems for the Agency. He has the ability to coordinate with all levels of personnel from all Agency components and can orchestrate a complex relocation with minimum disruption to the customer. Typical of his commitment to excellent performance was the recent relocation of the Office of Soviet Analysis Building to Headquarters Building.
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